



Problem Resolution Report



CoSD Contract no. 537863
Mobility VPN Remote Access Service Revised Fee
HP/CoSD-093

Date: April 25, 2012

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services. ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

1. With PRR 066 dated August 4, 2011, the Parties established a new Mobility VPN Access Resource Unit to be provided within the Network Services Framework. Mobility VPN Access Resource Units allows a persistent, secure, wireless connection to County network applications by authorized County end-users who are working from remote locations.
2. The Parties agreed on a unit rate of \$21.10 (regardless of quantity) to be applied during the first six-month period of the offering (referred to as the "ramp up period").
3. The Parties also agreed that if the actual Resource Unit volume had not achieved the lowest banded category, the Parties would undertake to renegotiate the unit price to account for a volume lower than predicted for the banded volumes in order to allow for the recovery of the fixed costs associated with the Mobility VPN Access Services Resource Unit.

Resolution:

1. As the actual monthly Resource Unit volume has not achieved the lowest banded category established in PRR 066, the Parties hereby agree on a new baseline volume of 12,000 units per year (1,000 units per month) at a new baseline volume rate (90% to 110% band) of \$25.85, per user per month, and the banded pricing as contained in Attachment 1 of this PRR. The new rates went into effect beginning with the March 2012 period of performance invoice.
- 2. Schedule 16.1-1 is hereby revised to reflect the new Resource Unit fee, as shown in Attachment 1 to PRR-093
3. Schedule 16.1-2 is hereby revised to reflect the new Resource Unit fee decomposition, as shown in Attachment 2 to PRR-093.



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The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: Bruce Petrona

Name: Bruce Petrona

Title: Manager, Contracting

Date: 04-25-12

Hudson
[Signature]

HP ENTERPRISE SERVICES, LLC

By: [Signature]

Name: Max Pinna

Title: Contracts Manager

Date: April 25, 2012

Attachment 1 to PRR 93

MVPN RU Exhibit 16.1-1

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdowns)	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (90% to 100% band)	Resource Unit Fee (100% to 120% band)	Resource Unit Fee (120% to 130% band)	Resource Unit Fee (130% to 150% band)	Resource Unit Fee (150% to 200% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Mobility VPN Access	Network Services - Mobility VPN Access - Section 4.5 Network Services	Active Account	Fixed monthly fee per unit	Hardware lease/depreciation and maintenance, software amortization, third-party connections, VPN Remote Access accounts, and dial-up access and maintenance, IMARs	\$25.85	12,000	\$310,176.00	N/A	\$33.15	\$29.02	\$25.06	\$24.40	\$23.76	\$23.23		Specific	N/A

Attachment 2 to PRR 93

Mobility VPN Access Exhibit 16.1-2

Mobility VPN Access	Network Services - Mobility/Remote Access Services - Section 4.5, Network Services - Security Services--Section 5.7	Active Account	Fixed monthly fee per unit		\$	25.85	
				Hardware			\$ 3.25
				Hardware maintenance			\$ 4.78
				Software			\$ 4.15
				Software maintenance			\$ 6.45
				IMAR's			\$ 6.05
				Circuits			\$ 1.17